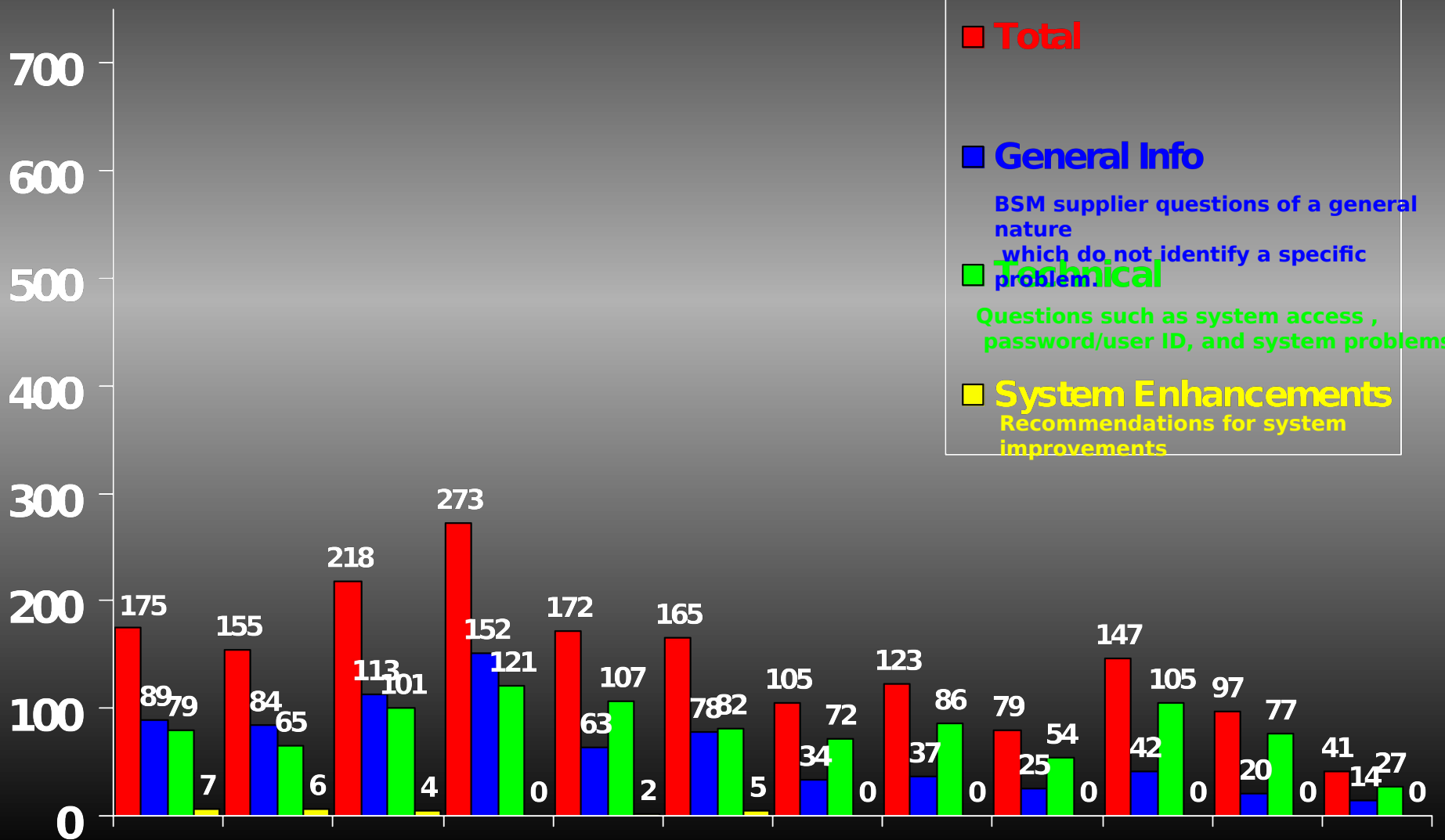




# SRweb RELATED CONTACTS

As of 11 Dec 03

MONTHLY CONTACTS

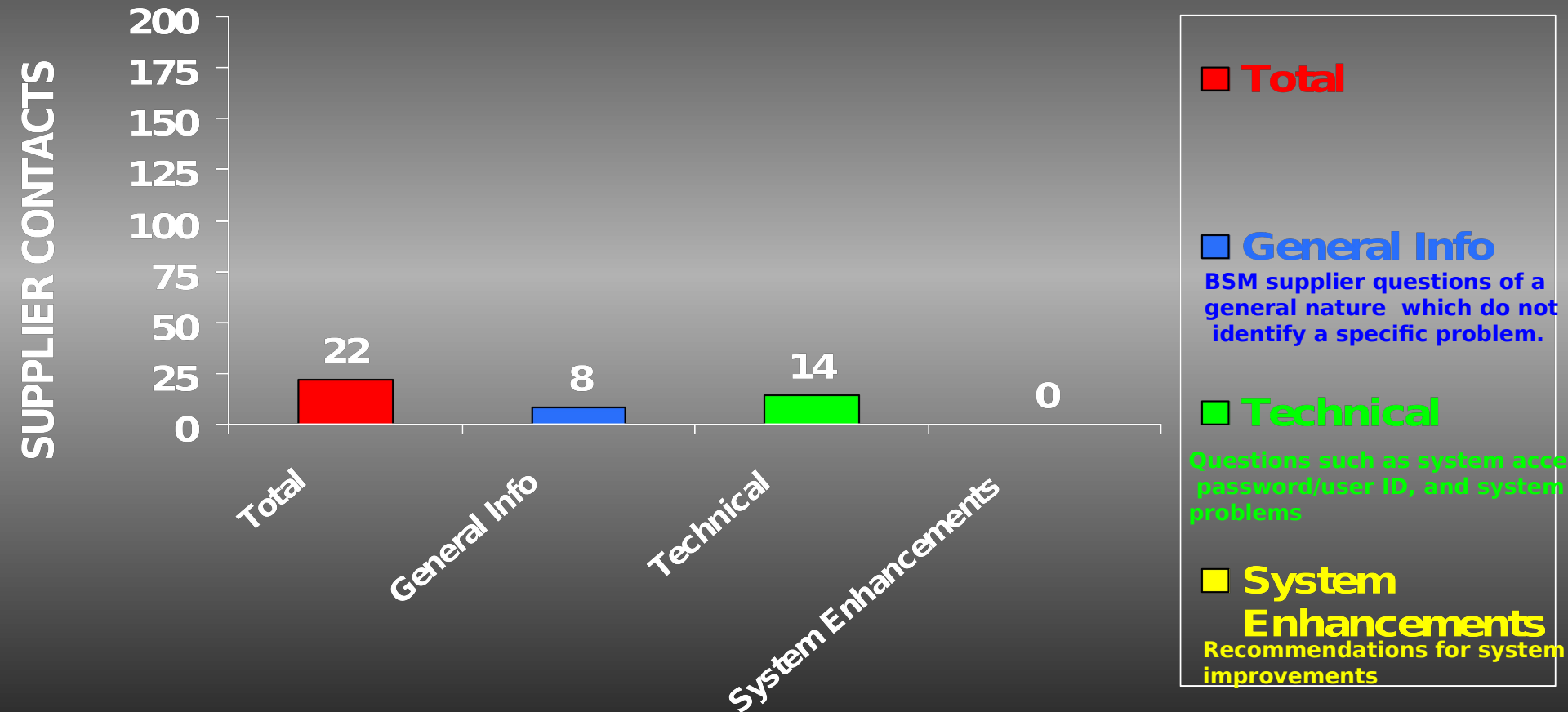


- **Total**
- **General Info**  
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**  
Questions such as system access, password/user ID, and system problems
- **System Enhancements**  
Recommendations for system improvements



# SRweb RELATED CONTACTS

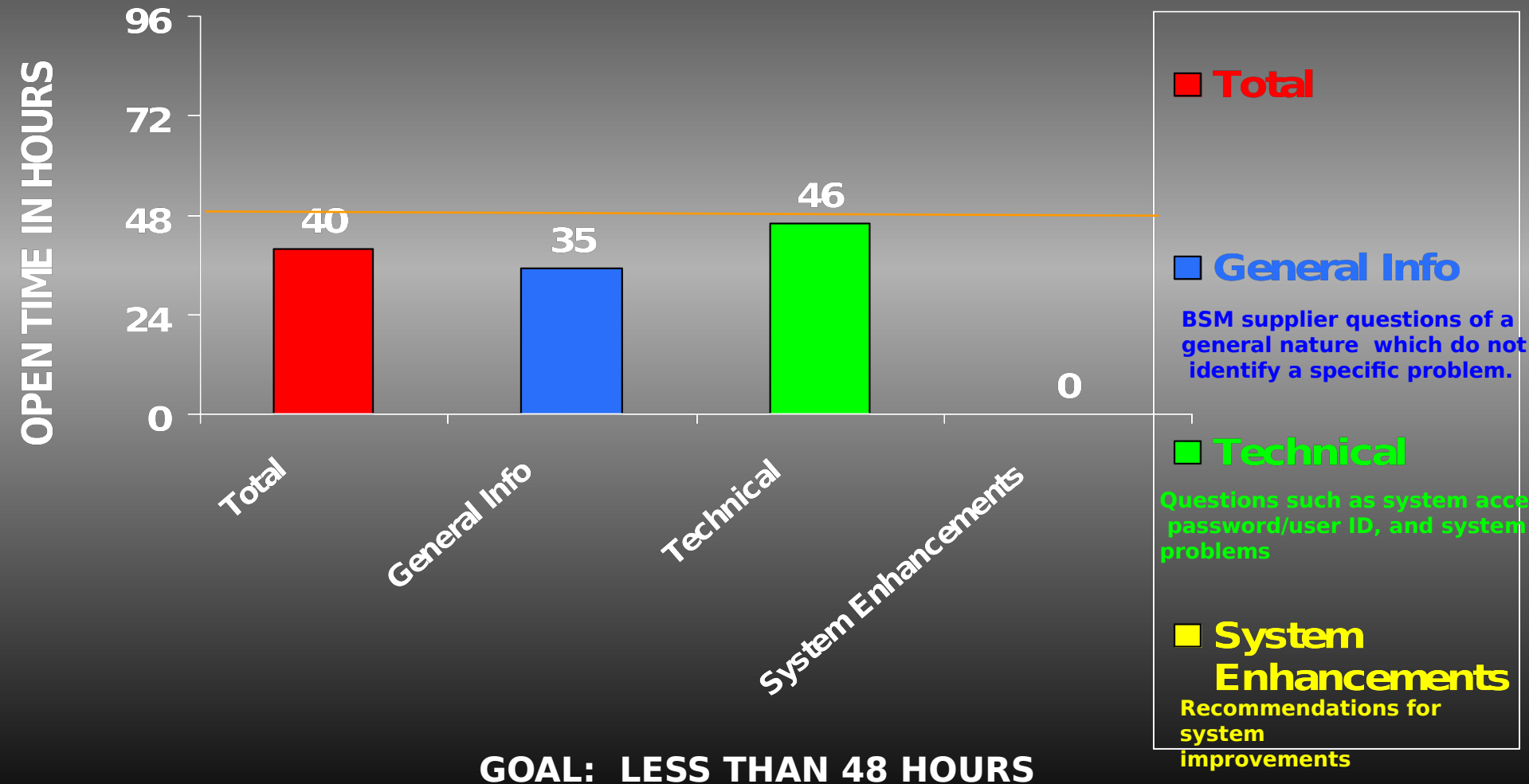
WEEK OF 5 - 11 Dec 03





# SRweb ISSUES

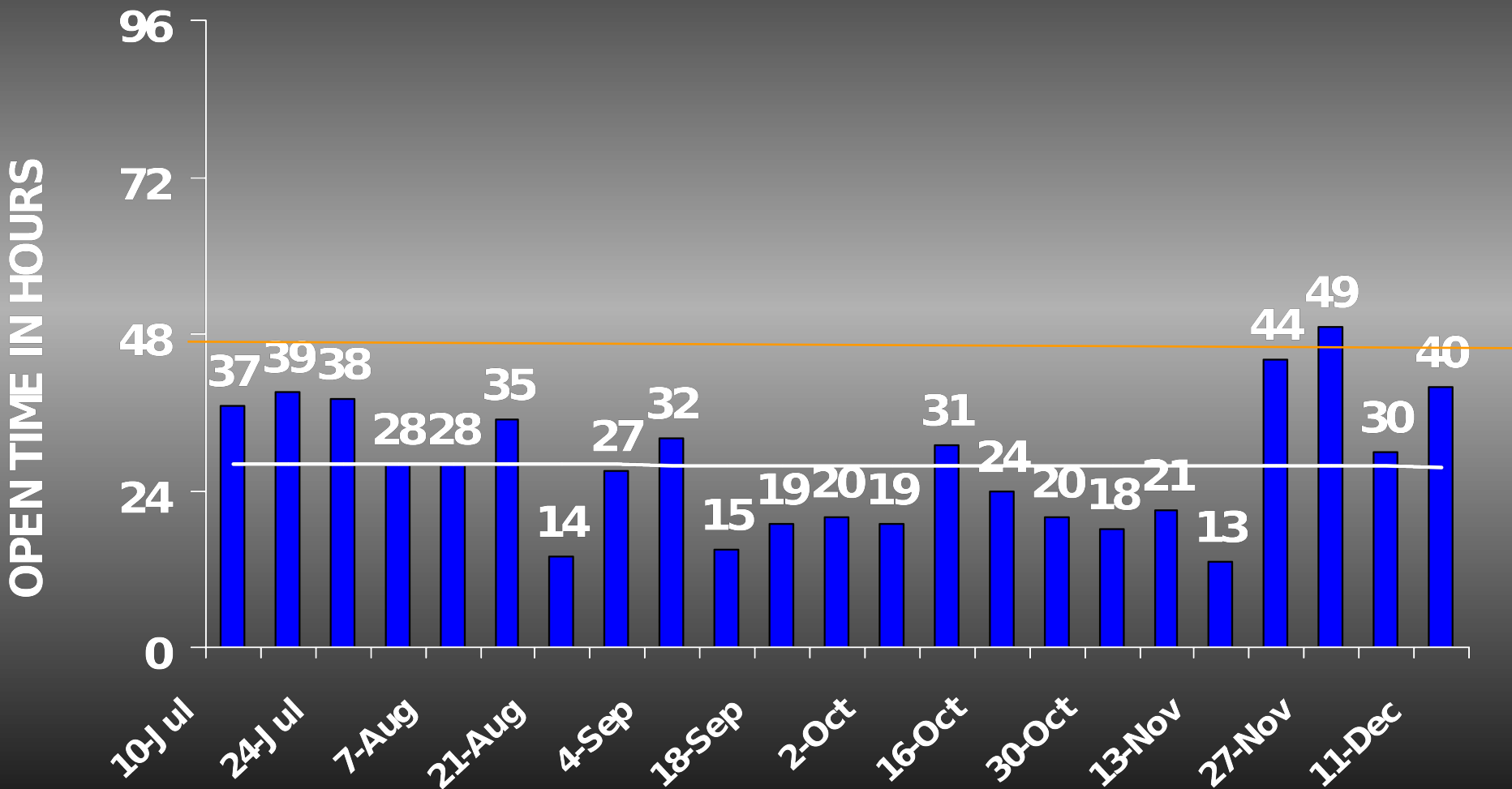
Average Resolution Time  
5 - 11 Dec 03





# SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 11 Dec 03

